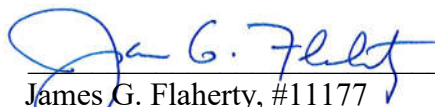


- a. The number of bills sent out each month.
- b. Number of 10-Day Disconnect Notices by month.
- c. Number of Non-Pay Shut Off Orders by month.
- d. Number of communication attempts at the 5- to 7-day mark by month.
- e. Number of accounts making payments after the 5- to 7-day communication attempt and method of payment by month.
- f. Number of communication attempts at the 48-hour mark by month.
- g. Number of accounts making payments after the 48-hour communication attempt and before the 24-hour communication attempt and method of payment by month.

- h. Number of phone call attempts at the 24-hour mark prior to disconnection by month.
- i. Number of door tags performed by month during the Cold Weather Rule.
- j. Number of accounts making payments after the 24-hour communication attempt and before disconnection and method of payment by month.
- k. Not Applicable.
- l. Number of disconnections by month.
- m. Number of accounts paid for reconnection and method of payment by month.
- n. Distribution of the time between disconnection, payment and reconnection.
- o. The manner in which the utility informed customers of any available bill assistance programs during the reporting period.
- p. Knock and Collect Waiver of On-Premise Collection Customer Survey.
- q. Customer complaints with respect to this pilot program.
- r. Cost savings attributable to this pilot program.

2. Atmos Energy is in the process of implementing its first customer survey and will submit the results of the survey as soon as they are available.

WHEREFORE, Atmos Energy requests the Commission accept the attached compliance report.



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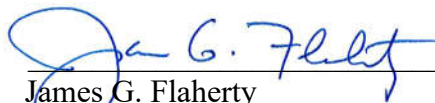
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Attorneys for Atmos Energy Corporation

### **VERIFICATION**

STATE OF KANSAS  
COUNTY OF FRANKLIN, ss:

James G. Flaherty, of lawful age, being first duly sworn on oath, states:

That he is the attorney for Atmos Energy Corporation named in the foregoing Knock and Collect Compliance Report of Atmos Energy Corporation for the Period October 1, 2021 Through March 31, 2022 and is duly authorized to make this affidavit; that he has read the foregoing and knows the contents thereof; and that the facts set forth therein are true and correct.

  
James G. Flaherty

SUBSCRIBED AND SWORN to before me this 13<sup>th</sup> day of June, 2022.



  
Ronda Rossman

Notary Public

Appointment/Commission Expires:

## CERTIFICATE OF SERVICE

I hereby certify that a copy of the above and foregoing was sent via electronic mail this 13<sup>th</sup> day of June, addressed to:

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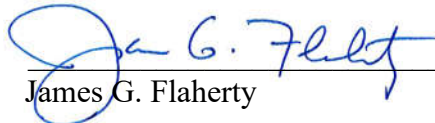
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James G. Flaherty

**Atmos Energy Corporation**

Knock and Collect Waiver of On-Premise Collection Pilot

Docket No. 15-GIMX-344-GIV

Semi-Annual Compliance Report

June 10, 2022

## Overview

On August 17, 2017, the Commission issued an order in Docket No. 15-GIMX-344-GIV, approving a pilot program waiving the knock and collect requirement for the electric utilities Southern Pioneer and Evergy Kansas Central (hereafter referred to as “Pilot Program”). In lieu of amending its Billing Standards, the Commission approved this Pilot Program to evaluate the potential customer benefits and impacts of the approved alternative customer contact methods. On September 24, 2020, the Commission granted a motion for Atmos Energy to be made party to the Pilot Program. Participation in the program allows Atmos Energy to replace on-premise collection visits with alternative contact methods during the Pilot Program period. This is Atmos Energy’s first compliance report for the Pilot Program, which covers the months of October 2021 through March 2022.

### A. Number of Bills Sent Out (By Month):

Month	Number of Bills
October 2021	137,953
November 2021	139,254
December 2021	139,280
January 2022	139,308
February 2022	139,555
March 2022	140,295

### B. Number of 10-Day Disconnect Notices (By Month):

Month	10-Day Disconnection Notices
October 2021	457
November 2021	473
December 2021	844
January 2022	1,019
February 2022	1,303
March 2022	1,603

### C. Number of Non-Pay Shut-Off Orders Issued (By Month):

Month	Residential Non-Pay Shut Off Order	Non-Residential Non-Pay Shut Off Order
October 2021	192	20
November 2021	146	19
December 2021	136	13
January 2022	267	34
February 2022	220	57
March 2022	534	100

D. Number of Communication Attempted at the 5-7 Day Mark (By Month):

Month	Phone Call	Text Message	Email
October 2021	409	0	0
November 2021	312	0	0
December 2021	535	0	0
January 2022	557	0	0
February 2022	795	0	0
March 2022	970	0	0

E. Number of Accounts Showing Payments Received After the 5-7 Day Communication Attempt and Before the 48-hour Communication Attempt and Methods of Payment:

Payment Method	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
ACH						
Bank Draft	21	10	19	17	28	35
Energy Assistance	2		1	1	1	3
Payment Kiosk	1	1	2	2	1	2
Lockbox	1		1	1	1	1
Credit/Debit Card	40	32	38	39	58	103
Online Bank/Bill Pay	1				1	5
Pay Location	2	1	3	2	3	

F. Number of Communication Attempts at the 48-Hour Mark (By Month):

Month	48-Hour Phone Calls	48-Hour Text Messages
October 2021	421	0
November 2021	345	0
December 2021	450	0
January 2022	537	0
February 2022	830	0
March 2022	987	0

G. Number of Accounts Recording Payments After the 48-Hour Communication Attempt and Before the 24-Hour Communication Attempt and Method of Payment (By Month):

Payment Method	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
ACH						
Bank Draft		3	4	4	12	37
Energy Assistance				1	1	
Payment Kiosk		2				2
Lockbox					1	

Credit/Debit Card	23	25	37	34	51	73
Online Bank/Bill Pay	1				1	
Pay Location			1		1	3

H. Number of Phone Call Attempts at the 1-Day Mark Prior to Disconnection (By Month):

Month	Phone Call	Text Message
October 2021	235	0
November 2021	186	0
December 2021	186	0
January 2022	285	0
February 2022	479	0
March 2022	590	0

I. Number of Door Tags Provided (By Month) During the Cold Weather Rule:

Month	Meter Total
October 2021	0
November 2021	0
December 2021	0
January 2022	0
February 2022	1
March 2022	40

J. Number of Accounts Making Payments After the 24-Hour Communication Attempt and Before Disconnection and Method of Payment:

Payment Method	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
ACH						
Bank Draft						
Energy Assistance						
Payment Kiosk						
Lockbox						
Credit/Debit Card	2	1	4	1	1	
Online Bank/Bill Pay						
Pay Location						

K. Number of knock and collects on day of disconnection:

This item is not applicable.

L. Number of Disconnections (By Month):



<b>Month</b>	<b>Residential Disconnections</b>	<b>Non-Residential Disconnections</b>
October 2021	127	11
November 2021	1	6
December 2021	23	1
January 2022	0	6
February 2022	0	2
March 2022	4	15

M. Number of Customer Accounts Requesting Reconnection (and Method of Payment -By Month):

<b>Payment Method</b>	<b>Oct-21</b>	<b>Nov-21</b>	<b>Dec-21</b>	<b>Jan-22</b>	<b>Feb-22</b>	<b>Mar-22</b>
ACH				1		
Bank Draft	17	7	1	3	1	4
Energy Assistance	1					
Payment Kiosk	1	1				
Lockbox	3					
Credit/Debit Card	59	15				1
Online Bank/Bill Pay	1					
Pay Location	2	1	1			

N. Distribution of the Time Between Disconnection, Payment and Reconnection:

<b>Month</b>	<b>Days Between Disconnection &amp; Payment</b>	<b>Days Between Payment &amp; Reconnection</b>
October 2021	6	1
November 2021	9	2
December 2021	1	3
January 2022	7	3
February 2022	3	0
March 2022	4	1

O. The Manner in which Atmos Energy Informed Customers of Any Available Bill Assistance Programs During the Reporting Period:

**Bill Assistance Program**

Atmos Energy informs its customers about financial assistance programs assistance (energy assistance, payment options, alternate payment plans) and ways to save energy in a variety of ways. Our customer service representatives continually offer bill payment assistance resources to customers in need. Atmos Energy also includes extensive information on available assistance through multiple online platforms open to both customers and company personnel. This information is kept current and available to customers on the Company's website at <https://www.atmosenergy.com/customer-service/bill-payment-assistance>

## Customer Bills

Atmos Energy customers in Kansas received information on their monthly statements and email (for customers enrolled in electronic billing) informing them that financial assistance and bill payment options are available, in addition to tips on how to save energy and money.

## Social Media

Atmos Energy's social media platforms (Facebook, Twitter, Instagram, and LinkedIn) featured information on financial assistance and bill payment options, in addition to tips on how to save energy and money. See the enclosed document for social media posts during this time. The table below highlights the social media posts during this time.

Oct-21:

Date	Post
Oct-21	

Atmos Energy  
Published by Hootsuite · October 12, 2021 ·  
Small changes can make a big difference in your home's energy use! Stay in control of your usage to save energy and money this winter. Here's a great tip to know: keep your thermostat setting low! #EnergyAwarenessMonth #ReadyForWinter



#DYK: Showering and bathing can account for 40 percent of your home's hot water use.  
#ReadyForWinter #EnergyAwarenessMonth



1:10 PM · Oct 25, 2021 · Hootsuite Inc.

atmosenergy  
@atmosenergy  
"Lighten" your energy use and turn off devices and lights that you're not using! #ReadyForWinter




3:45 PM · Oct 19, 2021 · Hootsuite Inc.

Nov-21

atmosenergy  
@atmosenergy

"Water" you doing to get #ReadyForWinter? A few degrees can make a big impact on your energy use!

**GET READY FOR WINTER**  
atmosenergy.com/readyforwinter




Lower your water heater temperature to 120 degrees to reduce energy use and save money.

4:25 PM · Nov 3, 2021 · Hootsuite Inc.

Atmos Energy  
November 11, 2021

Do you need help paying your natural gas bill? We want to help make sure you have the financial resources to be #ReadyForWinter. Learn about our payment plans, Budget Billing program, energy assistance, and more: [atmosenergy.com/readyforwinter](https://atmosenergy.com/readyforwinter)

**GET READY FOR WINTER**  
atmosenergy.com/readyforwinter




Stay safe and warm this winter. If you need help paying your natural gas bill, we are here to help.

Atmos Energy  
Published by Hootsuite · November 9, 2021

Fireplace weather has arrived in many of our communities! Don't let an open fireplace damper put a "damper" on your energy bills. #ReadyForWinter

**GET READY FOR WINTER**  
atmosenergy.com/readyforwinter



Unless a fire is burning, close your fireplace damper. Leaving the damper ajar is like opening a window – warm air goes right up the chimney!



As the weather starts to chill, enroll in Budget Billing for a more predictable bill! This program makes your monthly statement even more predictable throughout the year. It's just one way you can make sure you're #ReadyForWinter. ✓



9:10 AM · Nov 19, 2021 · Hootsuite Inc.



Don't leave your energy bills "hung out to dry!" Run your washer and dryer in fewer, full loads instead of many, smaller ones to maximize your energy use. For more energy saving and #ReadyForWinter tips, visit: [bit.ly/3xeYFL5](https://bit.ly/3xeYFL5)




11:30 AM · Nov 23, 2021 · Hootsuite Inc.

Dec-21

**Atmos Energy**  
December 6, 2021 · 🌐

Do you need assistance paying your natural gas bill? From our Budget Billing program to financial assistance, we're here to help: <https://bit.ly/3y2w3Fm>



Do you need assistance paying  
your natural gas bill?


**We're here to help.**

Learn more about our  
energy assistance programs:  
[atmosenergy.com/assistance](https://atmosenergy.com/assistance)

**Atmos Energy**  
Published by Hootsuite · December 27, 2021 · 🌐

When the sun is out, let the savings in! ☀️ #ReadyForWinter

**GET READY FOR WINTER**  
[atmosenergy.com/readyforwinter](https://atmosenergy.com/readyforwinter)



Keep drapes and blinds open to let  
the sunlight into your home, and  
then close them when the sun goes  
down to keep the heat in.

**ATMOS**  
energy

Jan-22

**Atmos Energy**  
January 11 · 🌐  
Do you need help paying your natural gas bill? We want to help make sure you have the resources to be #ReadyForWinter. Learn about our payment plans, Budget Billing program, energy assistance, and more: <https://bit.ly/30QgBZE>



**atmosenergy** @atmosenergy  
Winter weather can cause your bills to rise unexpectedly as your usage naturally increases. Our Budget Billing program makes your monthly statement even more predictable throughout the year. Learn more: [bit.ly/32ZZNrK](https://bit.ly/32ZZNrK)



2:01 PM · Jan 13, 2022 · Hootsuite Inc.

**Atmos Energy**  
Published by Hootsuite · January 20 · 🌐  
\*DIY: You can "flip the switch" on your energy use to save energy and money! #ReadyForWinter





Atmos Energy

Published by Hootsuite • January 25 •

...

Santa Claus isn't coming back to town for another 11 months! Keep your fireplace damper closed when a fire isn't burning to keep your home warm. #ReadyForWinter

## GET READY FOR WINTER

[atmosenergy.com/readyforwinter](https://atmosenergy.com/readyforwinter)



Keep your fireplace damper closed unless a fire is burning. Leaving the damper open is like keeping a window wide open – warm air goes right up the chimney!

ATMOS  
energy



atmosenergy ✓

@atmosenergy

...

Today's the last day of January, but we still have a few months to go before we dive into summer weather!

Pool owners, remember this energy and money saving tip! 🏊 #ReadyForWinter

## GET READY FOR WINTER

[atmosenergy.com/readyforwinter](https://atmosenergy.com/readyforwinter)



If you have a pool, do not use the pool heater. Instead, run your pool pump during the coldest part of the day to circulate the water and prevent freezing.

ATMOS  
energy

4:01 PM • Jan 31, 2022 • Hootsuite Inc.



Feb-22

 atmosenergy  
@atmosenergy

"Pull the plug" on high energy bills! [#ReadyForWinter](#)



10:30 AM · Feb 7, 2022 · Hootsuite Inc.

 atmosenergy  
@atmosenergy

Do you need assistance paying your natural gas bill? We're [#HeretoHelp](#)! Check out our latest article on Sharing the Warmth with LaSalle Community Action Association here: [bit.ly/3H1wwdN](https://bit.ly/3H1wwdN)



10:03 AM · Feb 18, 2022 · Hootsuite Inc.



Atmos Energy

Published by Hootsuite • February 18 •

...

Small changes can make a big difference: "Clean up" your budget with savings with a shorter shower time! #ReadyForWinter

## GET READY FOR WINTER

[atmosenergy.com/readyforwinter](https://atmosenergy.com/readyforwinter)



Reduce your shower time  
and take baths only  
when necessary.

ATMOS  
energy



Atmos Energy

Published by Hootsuite • February 23 •

...

Happy #LIHEAPActionDay! LIHEAP is an essential government program that helps low-income families meet their basic needs. We partner with community action agencies across our enterprise to make sure our customers know we're #HereToHelp.

Learn more: <https://bit.ly/3y2w3Fm>

## Today is LIHEAP Action Day!



### BECAUSE OF LIHEAP:

THOUSANDS OF CHILDREN ARE  
LIFTED OUT OF POVERTY.

HOUSEHOLDS HAVE THE RESOURCES TO AVOID  
UNSAFE HEATING PRACTICES IN THE WINTER.

VULNERABLE RESIDENTS HAVE CONTACTS  
WITH LOCAL AGENCIES TO ASSIST  
WITH ENERGY NEEDS.

RESILIENCY IS POSSIBLE AFTER WEATHER-  
RELATED DISASTERS.

[atmosenergy.com/assistance](https://atmosenergy.com/assistance)



## Website

The Atmos Energy website continually features information on financial assistance and bill payment options, in addition to tips on how to save energy and money.

<https://www.atmosenergy.com/>

<https://www.atmosenergy.com/customer-service/bill-payment-assistance>

<https://www.atmosenergy.com/ways-to-save/manage-energy-home>

From October through February, we featured a “Get Ready for Winter” campaign that was highlighted on our social media platforms, bill communications, and website. This campaign provided tips on how to save energy and money, financial and payment assistant resources for customers who were struggling to pay their bill.



### ARE YOU READY FOR WINTER?

As the winter season approaches, Atmos Energy is prepared to safely deliver reliable, affordable, and resilient natural gas that often proven value to homes and businesses all year long. Natural gas prices and other sources of energy are expected to rise and we want to share tips and information to help you manage your winter gas bills.

#### Why are energy prices higher?

Prices are higher due to increased global demand for natural gas and the temporary impact on supply from the recent storms in the Gulf of Mexico. This is expected to be temporary – spring prices back to be more normal.

#### How does Atmos Energy manage purchasing natural gas?

The commodity cost of purchasing natural gas is passed on to our customers without a profit. Atmos Energy has strategies in place to help manage price volatility and ensure the reliability of supply, in addition to underground storage to ensure that you have reliable natural gas during peak demand periods.

#### What can I do to lower my winter natural gas usage?

When the weather gets colder, appliances like your furnace, water heater, and gas logs use more natural gas. To help you prepare for colder weather, we have tips for reducing energy usage, information on how to manage your gas bill, and financial assistance for those who are struggling to pay their natural gas bill.

- Check out these [energy-saving tips](#) and learn how making a few household changes can make a big difference on your natural gas and other energy bills.
- Sign up for [Budget Billing](#) so your winter gas bills are more predictable.
- Find out about [financial assistance](#) if you are struggling to pay a past due balance.
- Learn how to [better understand your Atmos Energy bill](#).

#### Compare Your Bills

Compare your current bill with a previous bill to better understand how the weather, billing days, and charges impact your bill. Login to your Account Center and select Billing and Usage to find the Bill Comparison tool.

[Login to Account Center](#)

#### Four Tips to Keep You Safe and Warm This Winter

Natural gas is an affordable and reliable source of energy that provides everyday comfort and convenience. As colder temperatures set in, we encourage a few routine household checks to keep your family safe and comfortable this winter.

[Learn more](#)



#### Ways to Save Energy and Money

A few small changes in your daily routine can save you money on utility bills. Discover low-cost strategies for saving energy and money, plus lowering your home's carbon footprint.

[Read the Energy Tips Brochure](#)


#### Need Help Paying Your Bill?

It's more important than ever to help our customers who are struggling with past due balances find solutions to pay their natural gas bill. If you need assistance, we are here to help. Call our Customer Contact Center at 888.285.6700, Monday - Friday, 7 am to 6 pm (Central).

[Get Help Paying Your Bill](#)

## Bill Messaging

Atmos Energy included messaging in our bills that informed customers how to find bill payment assistance options, financial assistance, and energy-saving tips. The table below highlights the messaging included in customer bills during this time.

Month	Example of Communication
Oct-21	 <p><b>Help Is Available for Past Due Accounts</b> Learn more about our energy assistance programs at <a href="https://atmosenergy.com/energyassistance">atmosenergy.com/energyassistance</a>.</p>  <p><b>SIGN UP FOR BUDGET BILLING</b> SO YOUR WINTER GAS BILLS ARE MORE PREDICTABLE <b>Click here to learn more about Budget Billing</b></p>  <p><b>ARE YOU READY FOR WINTER?</b> Just a few household changes can make a big difference on your utility bills. <b>Click here for tips to save energy and lower carbon emissions.</b></p>
Nov-21	 <p><b>Are You Ready for Winter?</b></p> <p>Get prepared now so higher gas bills don't take you by surprise later.</p> <p>Because the cost of natural gas and other energy sources are expected to increase this winter, we want to provide you with ways to lower your energy use and manage your gas bill. Making a few changes now will make a big difference on your utility bills when the weather gets colder.</p> <ul style="list-style-type: none"> <li>• Set your winter thermostat to 68 degrees during the day and 58 degrees when you are not home.</li> <li>• Lower your water heater temperature to 120 degrees.</li> <li>• Sign up for Budget Billing so your winter gas bills are more predictable.</li> <li>• Financial assistance is available if you are struggling to pay your bill.</li> </ul> <p>You can count on natural gas to provide reliable and affordable energy to keep your family safe and warm this winter.</p> <p>Find more energy saving tips and learn how to get ready for winter at <a href="https://www.atmosenergy.com/EnergyTips">www.atmosenergy.com/EnergyTips</a>.</p>  <p><b>ARE YOU READY FOR WINTER?</b> Just a few household changes can make a big difference on your utility bills. <b>Click here for tips to save energy and lower carbon emissions.</b></p>  <p><b>Need help paying your utility bills?</b> Installment plans and financial assistance are available if you are struggling to pay your bill. To find an energy assistance agency near you, visit <a href="https://atmosenergy.com/assistance">atmosenergy.com/assistance</a>. Call 888.286.6700 to set up an installment plan that works for you.</p>

Dec-21

# GET READY FOR WINTER

Just a few household changes can make a big difference on your utility bills.

**Click here to find ways to save energy and information about gas costs.**

Jan-22

## Need a HAND with your heating bill?

### We can HELP if:

- ✓ You or a member of your household are a U.S. citizen or a legal alien and a resident of Kansas
- ✓ An adult household member is responsible for the payment of your heating bills or your heat is included in your rent
- ✓ Your income is within the following guidelines:

#### For the 2021-22 Heating Season

Household Size	Maximum Gross Monthly Income 130% of Federal Poverty Level
1	\$ 1,610
2	\$ 2,178
3	\$ 2,745
4	\$ 3,313
5	\$ 3,880
6	\$ 4,448
7	\$ 5,015
Each Add'l Person	\$ 568

\*Apply beginning January 3, 2022

For additional information, call toll-free 800.432.0043, visit your nearest Kansas Department of Social & Rehabilitation Services (SRS) Service Center OR visit [benefitsapplication.com](https://benefitsapplication.com).

## Need help paying your utility bills?

Click here to find an energy assistance agency in your area that can help.

# ARE YOU READY FOR WINTER?

Just a few household changes can make a big difference on your utility bills.

**Click here for tips to save energy and lower carbon emissions.**

Feb-22	<div data-bbox="524 205 1211 262"> <h2>Need help paying your utility bills?</h2> </div> <div data-bbox="604 268 1131 323"> <p>Installment plans and financial assistance are available if you are struggling to pay your bill.</p> </div> <div data-bbox="1183 247 1373 348"> </div> <div data-bbox="505 373 1229 405" data-label="Text"> <p>Click here to find an energy assistance agency in your area that can help.</p> </div> <div data-bbox="373 562 672 768" data-label="Text"> <p><b>SIGN UP FOR BUDGET BILLING</b> SO YOUR WINTER <b>GAS BILLS</b> ARE MORE PREDICTABLE</p> </div> <div data-bbox="373 821 667 867" data-label="Text"> <p>Visit <a href="https://atmosenergy.com/budgetbilling">atmosenergy.com/budgetbilling</a> to learn more and sign up.</p> </div>
Mar-22	<div data-bbox="599 970 1172 1016"> <h2>Need help paying your utility bills?</h2> </div> <div data-bbox="519 1020 1255 1050" data-label="Text"> <p>Installment plans and financial assistance are available if you are struggling to pay your bill.</p> </div> <div data-bbox="1256 995 1414 1066"> </div> <div data-bbox="592 1066 1180 1119" data-label="Text"> <p>To find an energy assistance agency near you, visit <a href="https://atmosenergy.com/assistance">atmosenergy.com/assistance</a>. Call 888.286.6700 to set up an installment plan that works for you.</p> </div> <div data-bbox="422 1188 732 1371" data-label="Text"> <p><b>Need help paying your utility bills?</b></p> </div> <div data-bbox="397 1392 753 1449" data-label="Text"> <p>Click here to find an energy assistance agency in your area that can help.</p> </div>

### Press Releases

In October, Atmos Energy issued a press release in partnership with the Kansas Housing Corporation that encourages residents to weatherize their home and provided a \$20,000 donation for the KHC weatherization program. <https://www.atmosenergy.com/newsroom/atmos-energy-and-kansas-housing-resources-corporation-partner-encourage-weatherization>

In November, Atmos Energy posted an article on winter safety tips, in addition to financial assistance and bill payment options to help customers who are struggling to pay their bill.

<https://www.atmosenergy.com/newsroom/daylight-saving-time-ends-remember-these-home-safety-tips-prepare-winter>

In December, Atmos Energy posted an article on how to keep a home safe and comfortable, in addition to financial assistance and bill payment options to help customers who are struggling to pay their bill. <https://www.atmosenergy.com/newsroom/four-tips-keep-your-home-safe-and-comfortable-winter>

In January, Atmos Energy posted an article on how to maintain a healthy home that included energy and safety tips. <https://www.atmosenergy.com/corporate-communications/maintaining-healthy-home-2022>

In February, Atmos Energy issued a press release to prepare customers for bitterly cold temperatures and provided energy and safety tips. <https://www.atmosenergy.com/newsroom/preparing-bitterly-cold-temperatures-atmos-energy-offers-safety-tips>

P. Knock and Collect Waiver of On-Premise Collection Customer Survey:

Atmos Energy is in the process of implementing its first customer survey required in the Knock and Collect & Waiver docket. The Company will provide the survey results as soon as they are available.

Q. Customer Complaints Regarding the Knock and Collect Waiver Pilot Program:

Atmos Energy has not received any customer complaints regarding its participation in the Pilot Program between the months of October 2021 and March 2022.

R. Cost Savings Attributable to the Knock and Collect Waiver Pilot Program

Because Atmos Energy is unable to disconnect remotely, it is still required to make physical trips to disconnect, reconnect and to perform requisite safety checks. Therefore, any potential cost savings experienced during this time period is de minimis.